



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>APPEALS NAVIGATION INFORMATION SESSION</b>
<b>SUPERSEDES NUMBER:</b>	N/A
<b>EFFECTIVE DATE:</b>	<b>FEBRUARY 24, 2020</b>
<b>DIVISION AND OFFICE:</b>	<b>OPERATIONS SECTION, HEALTH PROGRAMS OFFICE</b>
<b>PROGRAM AREA:</b>	<b>FEE-FOR-SERVICE BENEFITS MEMBER APPEALS</b>
<b>KEY WORDS:</b>	<b>APPEALS, APPEALS NAVIGATION, FEE-FOR-SERVICE, BENEFITS, STATE PLAN BENEFITS, MEMBER INFORMATION, HEARING, STAKEHOLDERS, MEETING NOTICE</b>
<b>INFORMATIONAL MEMO NUMBER: HCPF IM 20-013</b>	
<b>ISSUE DATE: FEBRUARY 25, 2020</b>	
<b>APPROVED BY: JAMI GAZERRO</b>	

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

Health First Colorado members, guardians, and advocates are invited to learn about the Department's fee-for-service benefits member Appeals Navigation Process at information sessions to be held:

- Denver: March 16, 2020, 10:00-11:00 a.m.
- Colorado Springs: March 26, 2020, 2:00-3:00 p.m. and 5:30-6:30 p.m.
- Webinar: April 1, 2020, 2:00-3:00 p.m.

### **Information:**

The Department's Appeals Navigation Process is designed to support members through the appeals process. The Appeals Navigator helps members navigate the appeals process and answers questions that they may have about their appeal including; the reason for their appeal, what to expect during the appeal and administrative hearing, legal resources, continuation of benefits, information and referral, and next steps.

Members, guardians, and advocates can learn more by attending an information session in Denver or Colorado Springs, or via webinar. The information sessions will outline:

- Departmental staff roles in the appeals process;
- What to expect in the Appeals Navigation Process;
- Potential steps to resolve an appeal prior to hearing; and
- Information to help prepare for a hearing.

Meeting details:

*Denver*

Date: Monday March 16, 2020

Time: 10:00-11:00 a.m.

Location: 303 E. 17<sup>th</sup> Ave, Denver, Colorado, 11<sup>th</sup> Floor, Conference rooms 11ABC

Telephone access: 1-877-820-7831; Participant Code 118721#

Webinar Link: <https://cohcpf.adobeconnect.com/rq6wucdcp47/>

*Colorado Springs*

Date: Thursday March 26, 2020

Time: *Session 1:* 2:00-3:00 p.m.

*Session 2:* 5:30-6:30 p.m.

Location: Hillside Community Center, 925 S Institute St, Colorado Springs, CO 80903, Multi-purpose room

Note: The Colorado Springs information sessions are being held at a community site that does not have telephone and webinar capabilities. Participants will not be able to participate remotely, and a recording will not be available after the information session.

*Webinar*

Date: Wednesday April 1, 2020

Time: 2:00-3:00 p.m.

Webinar Link: Will be posted on the [Special Interest Meetings](#) prior to the session.

Agendas will be posted approximately one week prior to the information session on the [Special Interest Meetings](#) page.

Please RSVP to [Jessica.Chislett@state.co.us](mailto:Jessica.Chislett@state.co.us) to indicate if you plan to attend a session, in-person or remotely, so that we can ensure adequate meeting space.

Reasonable accommodations will be provided upon request for persons with disabilities. Please notify the meeting facilitator at 303-866-2308 or [Jessica.Chislett@state.co.us](mailto:Jessica.Chislett@state.co.us) or the 504/ADA Coordinator [hcpf504ada@state.co.us](mailto:hcpf504ada@state.co.us) at least one week prior to the meeting to make arrangements.

**Attachment(s):**

None

**Department Contact:**

Jessica Chislett, Access Stakeholder Relations Specialist

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